

**Housing and Property Chamber  
First-tier Tribunal for Scotland**

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**Property Factor Enforcement Order**

**Chamber reference: FTS/HPC/PF/18/1472**

**The Property: 2B Netherton Court, Ayr Road, Glasgow G77 6EN ('the property')**

**The Parties:**

**Mrs Rosalind Sylvia Hallside, 2B Netherton Court, Ayr Road, Glasgow G77 6EN ('the homeowner') and**

**Macfie & Co Management Services Limited, incorporated in Scotland under the Companies Acts (SCO84796), having their Registered Office at 5 Cathkinview Road, Mount Florida, Glasgow G42 9EA ('the property factors')**

**Tribunal Members - George Clark (Legal Member) and Helen Barclay (Ordinary Member)**

This Notice should be read in conjunction with the Decision of 15 October 2018 under reference FTS/HPC/PF/18/1472

**The Tribunal hereby makes the following Property Factor Enforcement Order:**

**Within 4 weeks of the communication to the property factors of the PFEO, the property factors shall undertake such training as is necessary to ensure that all personnel dealing with complaints about their service are fully conversant with and adhere to the complaints procedure set out in their written Statement of Service and will confirm to the Tribunal that this training has been carried out.**

Signed G Clark

Chairperson Date: 20 November 2018